



Hotel Restaurant Manager Job Description

Job Title: Hotel Restaurant Manager
Department: Restaurant
Responsible To: Duty Manager / Hotel Management

Main Purpose of Job: To consistently achieve and maintain high level of service standards, standards of guest care and to ensure that training and employee development is carried out within your department with a special emphasis on customer care. It will also be expected that you keep stocks to an acceptable agreed level and that you consistently achieve the agreed restaurant gross profit.

Responsibilities & Main Duties

- To lead a team of staff in a busy service restaurant and to ensure that the highest standards of service are provided within your department at all times. To ensure efficient and professional food service in the restaurant daily.
- To implement and ensure standards are attained within your department through continuous training of all staff with special emphasis on customer care.
- To ensure that all new staff received a structured induction within the first three days and that a training plan is devised to develop the individual and the team.
- To ensure that all staff carry out their duties in accordance with current hygiene laws and that they are aware of the implications of not doing so.
- To ensure that work areas e.g. stations and still room, are kept to the highest standards at all times and comply with HACCP.
- To ensure that department goals are met.
- To ensure S.O.P.'s are implemented and followed at all times by your team and to review these when necessary.
- To ensure corrective coaching takes place if there is a drop in performance.
- To ensure that all staff receives a thorough briefing on all bar menus and products.
- To be aware of all regular guests and their needs and ensure your team are informed.
- To fill restaurant to maximum capacity for all occasions and on any night possible.
- To implement daily, weekly duties list and to monitor your staff's effectiveness in carrying out these duties.

- To ensure that all staff briefed and organised into stations with specific duties allocated to them before service begins.
- To carry out effective scheduling to suit the business and make necessary adjustments when required.
- To ensure that cleaning duties are carried out on a daily basis (to the S.O.P.) and action immediately any drop in performance.
- To ensure every effort is made by yourself and your team to improve sales within your department.
- To deal with customer complaints/compliments and to record them
- To comply with current Labour Law.
- To be fully aware and knowledgeable in current Licensing laws that apply to your position and any changes to them and ensure this information is conveyed to your team.
- To maintain discipline and encourage the development and pride in the department and professionalism within the hotel.
- To ensure that all staff are present on time and are presented correctly for work and to record any variances.
- To ensure that you present to work wearing the relevant uniform provided to the highest standard of personal hygiene and appearance.
- To convey to your team that they are responsible for any cash shortages, breakage's and to take any necessary action.
- To ensure that all wastage, spillage, complimentary food and drinks are correctly signed for, dated and recorded and every effort is made to reduce these items.
- To operate and ensure that machinery is operated with due care and attention ensuring adherence to Health and Safety standards
- Report at once, the management any dangerous occurrence, unsafe conditions or defects in equipment and/or premises.
- To communicate hotel services to guests as requested.
- To be aware and conscious at all times of operating costs and understand your role in controlling these.
- To comply with statutory and legal requirement for Fire, Health and Safety and Hygiene. Seek advice on safety if you are not sure what to do.
- Co-operate with management in ensuring health and safety in the working environment.
- **To ensure that no underage drinking/consumption occurs by carrying out fortnightly training, daily floor walks in all areas of the hotel. Implement policy of ID carding all patrons appearing under 22 year of age. Removing underage persons from the premises. Implement a zero tolerance policy and if in doubt put them out.**
- To ensure first aid is carried out on any patient or take necessary action (calling doctor or sending to hospital).
- To ensure nightly reports are filled out with all details documented.
- Hold regular meetings with security staff and update training on a monthly basis.
- To comply fully with the smoking ban.

- To ensure that staff carry out the hotel's customer care policies at all times and to be familiar with Irelands best and Best Practice.
- To report any incidents or suspicious behaviour involving theft.
- To attend all meetings regarding both Irelands Best Service Excellence and Best Practice and to complete all necessary staff training and paperwork regarding same.

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Customer Care

“We will offer our guests a great hotel experience with genuine friendly service”.

1. To ensure the highest standards of service and customer care are offered at all times.
2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. To continually strive for service improvements within your department.
4. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
5. To handle concerns & complaints from customers in a professional and tactful manner.
6. To provide hands on delivery of advice & knowledge to customers.

Health & Safety

A copy of the Westport Hotel Group Safety statement is available in your department. The duties of employees are set out as follows in accordance with section 13 of the health, safety & welfare at work act 2005.

- Take reasonable care for the health and safety of yourself and others at your place of work,
- Observe the laid-down system of work and the precautions that must be taken as well as using the correct equipment to do the job,
- Use correctly the safety aid appliances and protective clothing provided by the Hotel,
- Report at once, the management any dangerous occurrence, unsafe conditions or defects in equipment and/or premises.
- Seek advice on safety if you are not sure what to do.
- Co-operate with management in ensuring health and safety in the working environment.
- Understand and carry out all emergency procedures, fire precautions and evacuation procedures laid down.
- Attend all statutory training including refresher training.
- No smoking except in duly authorized area.

Environmental Policy

All personnel are required to adhere to the strict guidelines dictated by the Hotel environmental policy and to support the reduction of all resources to include energy, water and recyclable material.

I have read and agree with the job description. I understand that the above is neither definitive nor restrictive and may be modified to meet changing needs.